

Incident Report

As of 6/14/2011

Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Top Number - Total Incidents Bottom Number - First Contact Resolution	
		Low	FCR Total
Science Technology and Research	Metro A Desktop Support	3 2	3 2
	Rural South Desktop Support	1 0	1 0
	Assigned Group Total	4 2	4 2
Customer Company Total		4 2	4 2

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Top Number - Total Incidents Bottom Number - Missed Initial Response	
		Low	MIR Total
Science Technology and Research	Metro A Desktop Support	3 1	3 1
	Rural South Desktop Support	1 0	1 0
	Assigned Group Total	4 1	4 1
Customer Company Total		4 1	4 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Top Number - Total Incidents Bottom Number -Average time in hours	
		Low	ATTIR Total
Science Technology and Research	Metro A Desktop Support	3 0.96	3 0.96
	Rural South Desktop Support	1 0.67	1 0.67
	Assigned Group Total	4 0.89	4 0.89
Customer Company Total		4 0.89	4 0.89

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Top Number - Total Incidents Bottom Number - Missed Resolution	
		Low	MR Total
Science Technology and Research	Metro A Desktop Support	3 0	3 0
	Rural South Desktop Support	1 0	1 0
	Assigned Group Total	4 0	4 0
Customer Company Total		4 0	4 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Top Number - Total Incidents Bottom Number - Average time in hours	
		Low	ATTR Total
Science Technology and Research	Metro A Desktop Support	3 1.50	3 1.50
	Rural South Desktop Support	1 0.67	1 0.67
	Assigned Group Total	4 1.29	4 1.29
Customer Company Total		4 1.29	4 1.29

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Detail

INC000000307476	Ronda Robbins Jones	Application	Error	Microsoft PowerPoint	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low Closed	TTR Missed: No	TTR: 0.08
INC000000313423	Perry Thomson	Application	Error	Adobe Acrobat	TIR Missed: No	TIR: 0.67
	Rural South Desktop Support	Ryan Bennett	Science Technology and Research	Low Closed	TTR Missed: No	TTR: 0.67
INC000000316440	Ronda Robbins Jones	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low Closed	TTR Missed: No	TTR: 0.02
INC000000316443	Ronda Robbins Jones	None	None	None	TIR Missed: Yes	TIR: 2.88
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low Closed	TTR Missed: No	TTR: 4.41